

# The Your Texas Benefits Medicaid Card and Provider Website

## Frequently Asked Questions: Providers

### **Background:**

The Texas Health and Human Services Commission is introducing a new system that uses digital technology to streamline the process of verifying a person's Medicaid eligibility and accessing their Medicaid health history. The two main elements of the system are:

- The Your Texas Benefits Medicaid card, which replaces the Medicaid ID letter (Form 3087) clients have been getting in the mail every month.
- An online website where Medicaid providers can get up-to-date information on a patient's eligibility and history of services and treatments paid by Medicaid.

### **About the Your Texas Benefits Medicaid card**

#### **When will my patients get the new Your Texas Benefits Medicaid card?**

- Most of your patients who have Medicaid will be getting the new Your Texas Benefits Medicaid ID card in the mail in June 2011. The plastic cards will take the place of the paper Medicaid ID form clients got in the mail each month to verify their Medicaid coverage.
- Medicaid members who get services through Primary Care Case Management (PCCM) and live in one of the counties below will get the Your Texas Benefits Medicaid card at the end of August, 2011. They will get the paper Medicaid ID form until then.

Austin	Deaf Smith	Hutchinson	Live Oak	Randall
Bandera	Fayette	Jasper	Matagorda	San Jacinto
Brooks	Goliad	Jefferson	Newton	Swisher
Carson	Hardin	Karnes	Orange	Tyler
Chambers	Hudspeth	Kenedy	Polk	Walker
		Liberty	Potter	Wharton

#### **What information will be on the card?**

- The design of the new card conforms to the standards of the Workgroup for Electronic Data Interchange (WEDI). It is designed to show the same type of information shown on private health insurance cards.
- The front of the card will have:
  - Client name and Medicaid ID number (patient control number – PCN)
  - Managed care program name, if applicable (STAR, STAR Health, STAR+PLUS)
  - Date the card was issued
  - Billing information for pharmacies
  - Health plan names and plan phone numbers
  - Pharmacy and physician information for those in the Medicaid Limited program
- The back of the card will have:
  - A statewide toll-free number that clients can call if they need help or questions about using the card.
  - A website ([www.YourTexasBenefits.com](http://www.YourTexasBenefits.com)) where they can get more information about the Medicaid card and access their personal Medicaid health history.

**Important Note:** The client website will not be fully functional at the time the cards are issued. This is reflected in our communications to clients.

## **How is HHSC telling clients about the new Medicaid ID card?**

- **Medicaid is using the following methods to tell clients about the Your Texas Benefits Medicaid card:**
  - Mailing a notice with the May 2011 paper Medicaid ID (Form 3087). It will let them know their Medicaid ID will be changing from a monthly paper mailing to a one-time plastic credit card-type ID card.
  - Sending information to a variety of stakeholders and community-based organizations that can help spread the word to their constituents who have Medicaid.
  - Posting information on the HHSC website.
  - Encouraging providers to share the information with their patients.

## **How am I supposed to use the Your Texas Benefits Medicaid card?**

- Use the new Your Texas Benefits Medicaid card to verify a patient's Medicaid eligibility just like you did with the paper Medicaid ID (Form 3087).
- The card's magnetic stripe has the client's Medicaid ID number (PCN) and it can be read by most swipe-style card readers. The Your Texas Benefits Medicaid card is designed to work with standard magnetic card readers that are available at many electronics retailers or online. These readers interface with your computer through a standard USB connection.
- A company called Emdeon is offering Medicaid providers an enhanced point-of-sale device that processes Medicaid eligibility verifications as well as credit card transactions. As with more standard card reading options, Medicaid providers that choose this device are responsible for the cost. For more information, visit [www.emdeon.com/pos/](http://www.emdeon.com/pos/). Click on "Contact Us."

## **What if I don't have a swipe-style card reader?**

- You don't have to buy a card reader to verify patient eligibility. Medicaid providers can continue to verify eligibility by using a patient's Medicaid ID number (PCN), which will be printed on the card. Then you can:
  - Use the secure website— YourTexasBenefitsCard.com (after June 1)
  - Call the TMHP Contact Center at 1-800-925-9126
  - Visiting TexMedConnect on the TMHP website

## **Does having a card mean the client is eligible for Medicaid?**

- No. Just because a patient has a Your Texas Benefits Medicaid card, it does not necessarily mean he or she has Medicaid coverage. You must still verify eligibility.
- Patients will be instructed to keep their Your Texas Benefits Medicaid card even if their Medicaid coverage expires. The card can be reused if the patient later regains Medicaid coverage.

## **What if a client doesn't bring the card to my office?**

- If a member loses the Your Texas Benefits Medicaid card and needs quick proof of eligibility, HHSC staff can still generate a Temporary Medicaid Eligibility Verification Form (Form 1027-A). Members must apply for the temporary form in person at an HHSC benefits office. To find the nearest office they can call 2-1-1 (pick a language and then pick option 2).

## **What if I have questions about the card, card reader, or the provider website?**

- **After June 1 you can call this number:** 1-855-827-3747.

## **About the secure online provider website**

### **What will I able to do with the new provider website?**

- The new website lays the foundation for the emerging electronic health network. For now, the Your Texas Benefits card and provider website will combine to give providers another way to verify the client's Medicaid coverage.
- In the future, providers will be able to use the website to instantly access their Medicaid patient's Medicaid-related:
  - Claims and encounter data
  - Prescription drug history
  - Lab results
  - Immunization information
- The website will give providers a way to capture information showing the time and date their Medicaid patient receives treatment as well as the type of treatment the patient receives.
- You can use as much or as little of the provider website's features as you want to. The existing systems for doing business such as checking a patient's Medicaid eligibility and prescribing medication for Medicaid patients will not change.

### **When will I be able to use the provider website?**

- Beginning in June 2011 providers will be able to verify a patient's eligibility using the website
- Providers will be able to check patient Medicaid health history information through the website in the fall of 2011.
- We will post updates about the provider website on the HHSC and TMHP websites.

### **Is e-prescribing available on the provider website?**

- Not yet—but it will be at a later date. E-prescribing will streamline the prescribing and prescription delivery process. This feature will allow doctors to instantly see if a drug they want to prescribe is covered by Medicaid and what negative interactions the drug is likely to have with other drugs before submitting an electronic prescription to the pharmacy. This will reduce the number of calls from pharmacists proposing alternative drugs and save time for the provider, the pharmacist, and the patient.